

JOB TITLE: Customer Service Assistant, Van Wezel Performing Arts Hall

JOB CODE: 21.22

GRADE: 00

CLASSIFICATION: Non-Exempt

PURPOSE OF THE POSITION: To provide customer service in the sale of tickets to Van Wezel Performing Arts Hall (VWPAH) performances, answering telephone and personal inquiries and assisting VWPAH patrons and visitors by promoting a courteous, respectful, and pleasant environment for the enjoyment of performances in the Hall and in surrounding areas.

MINIMUM QUALIFICATIONS: Minimum of two (2) years math education from an accredited high school or six (6) months of retail experience. Basic knowledge of computer functions and light clerical work is desired. Must be able to handle cash and perform computations accurately and efficiently. Must be able to interact & work effectively with all sectors of the public. Must be able to work weekend and evening hours.

SPECIAL REQUIREMENTS:

- Knowledge of clerical practices including compilation and presentation data.
- Knowledge of ticket sale policies and procedures, including credit card charging methods.
- Ability to maintain effective and pleasant working relationships with other Hall employees.
- Ability to deal with the public in a courteous and respectful manner to help resolve patron concerns and misunderstandings by providing polite and appropriate information and explanations consistent with established regulations and policies.
- Ability to operate computerized ticket sales equipment, telephone switchboard systems, calculator, and other related equipment accurately and efficiently.
- Ability to understand and follow oral and written instructions on an accurate and timely basis and to withstand pressures arising from sensitive public contacts and related work environment.
- Ability to handle cash and perform computations accurately and efficiently.
- Ability to work changing and irregular shifts, nights, weekends, and holidays.

ESSENTIAL FUNCTIONS:

- Makes ticket sales from telephone orders and box office visits.
- Operates charge-it line and related credit card usage equipment, as required.
- Researches transaction problems and makes corrections, exchanges, and issues duplicates, as appropriate.
- Makes postings to computer and compiles daily reports on cash and credit card sales.
- Assists patrons and visitors at the front desk and in response to inquiries and comments.
- Provides safekeeping for lost and found items.
- Operates the Norstar Telephone System.
- The intent of this class description is to provide a representative summary of the types of duties and responsibilities that would be required of classifications given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Incumbent may be required to perform job-related tasks other than those specifically presented in this job description.

PUBLIC CONTACT: Extensive and continuing public contacts are an essential requirement of this position and involve furnishing information and data on Hall procedures, practices, rules and regulations, performances, and in helping resolve customer problems and concerns in a courteous and effective manner.

SUPERVISION RECEIVED: Receives instruction and supervision from the assigned supervisor. Once routines have been established, incumbent is expected to work on own judgment and initiative, referring to supervisors on unique problems, special situations, and unusual questions.

SUPERVISION EXERCISED: None.

PHYSICAL REQUIREMENTS: Work is mainly accomplished in an office or related environment and does not require any unusual physical demands other than operation of office equipment. Position requires good eyesight and hearing, standing and sitting for extended periods, and the ability to maintain an appropriate appearance to the public under work pressures.

ORGANIZATIONAL STATUS: Under the direction of and responsible to the Department Head or designated representative.